



Safeguarding Adults at Risk

Policy & Procedure

Previous Review	July 2024
Last Updated	December 2025
Policy Type	Legal
Review Frequency	Annual
Next Review Date	December 2026
Written By	Marilena Ward
Reviewed By	Jane Coleman, Guy Kingham
Approved By	Richard Bradford (for RMF Trustees)

RMF Safeguarding Adults at Risk Policy & Procedure

Contents

A. POLICY

1. Introduction
2. Equality Statement
3. Definitions and Ais
4. Adults at Risk - Forms of Abuse and Neglect
5. Accountability
6. Safer Recruitment
7. All RMF Staff Responsibilities
8. Working Practices
9. Assessment of Partner Safeguarding Policies and Procedures
10. New Programmes of Activity
11. RMF's Designated Safeguarding Lead and Safeguarding Trustee
12. Mental Capacity Act 2005
13. Whistle Blowing Policy
14. Complaints Policy
15. Consent
16. Communication of the Policy
17. Policy Review
18. Related RMF Policies

B. PROCEDURES

1. Reporting Procedures for Concerns for Adults at Risk - RMF Programmes
2. Reporting Procedures for Concerns for Adults at Risk - General
3. Whistle Blowing Procedure
4. Complaints Procedure

C. APPENDIX

Additional Information, Guidance and Support

A. POLICY

1. Introduction

- a) Russell Martin Foundation (RMF) is committed to ensuring the protection and safeguarding of **Adults at Risk** (formally Vulnerable Adults) through the development and implementation of effective policies and best practice. This policy takes into account legislation and guidance laid down by the Care Act 2014.
- b) Trustees, the management and staff (paid and voluntary) recognise and accept the responsibility to develop and raise awareness of the issues involved in working with Adults at Risk and to safeguard any Adults at Risk who attend any RMF programmes or activities.
- c) This Policy is applicable to all Trustees, RMF staff and volunteers whether paid or unpaid.

2. Equality Statement

- a) RMF is committed to promoting equality in all areas of work including employment and service provision.
- b) RMF will work with partners in the community, voluntary, public and private sectors to achieve this.

3. Definitions and Aims

- a) An Adult at Risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and/or support. Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.
- b) Safeguarding Adults means protecting a person's right to live in safety, free from abuse and neglect.
- c) An Adult at Risk may be a person who:
 - i. is elderly and frail
 - ii. has a mental disorder including dementia or a personality disorder
 - iii. has a physical or sensory disability
 - iv. has a learning disability
 - v. has a severe physical illness
 - vi. is a substance abuser
 - vii. is an unpaid carer
 - viii. is homeless

However, it is important to note that the presence of a disability or age alone does not signify that an adult is necessarily vulnerable or at risk, i.e., is unable to take care of themselves or unable to protect themselves from abuse or exploitation.

4. Adults at Risk - Forms of Abuse and Neglect

- a) Abuse may be defined as the wrongful application of power by someone in a dominant position over another adult. This can include the exploitation and other abusive activities where there not been full or informed consent. Abuse also includes the maltreatment of an adult in forms such as physical abuse or neglect.
- b) Abuse of an Adult at Risk could be:
 - i. *Physical Abuse* – including hitting, slapping, kicking, pushing or restraining, withholding or misusing medication, not assisting someone to go to the bathroom when they need to go.
 - ii. *Domestic Violence* – this typically includes an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between adults who are or have been in a relationship together, or between family members, regardless of gender or sexuality.
 - iii. *Sexual Abuse* – including sexual assault and rape, or sexual acts where the vulnerable person has not (or could not give consent) or was forced to consent. This includes indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, being forced to watch pornography or sexual acts, or being forced or pressured to take part in sexual acts.
 - iv. *Psychological or Emotional Abuse* – including verbal abuse, threats of harm, humiliation, intimidation, coercion, harassment and criticism aimed at lowering self-esteem and confidence. It also includes blaming, cyberbullying, isolation, and an unreasonable and unjustified withdrawal of services or support networks.
 - v. *Financial Abuse* – including fraud, theft of money or valuables, exploitation, the misappropriation such as coercion to change will inheritance (i.e., property and possessions) and the misuse of benefits. Online scams and doorstep crime are also common forms of financial abuse.
 - vi. *Neglect* – including withholding basic living requirements such as adequate or appropriate nutrition, not providing safe and warm environments, not helping to wash or change dirty or wet clothes, withholding medication and failing to provide access to required medical and social care treatment and interventions.
 - vii. *Peer on Peer Abuse*– abuse from another Adult at Risk.
 - viii. *Bullying* – a sustained campaign of emotional, physical and verbal abuse (including discriminatory practice).
 - ix. *Institutional Abuse* – including poor or inadequate care, neglect or poor practice within a residential home, nursing home or hospital.
 - x. *Discriminatory Abuse* – including some forms of harassment, slurs or unfair treatment because of race, sex, gender and gender identity, age, disability, sexual orientation, religion, being married or in a civil partnership, being pregnant or on maternity leave.

5. Accountability

- a) The RMF Board of Trustees has an appointed Safeguarding Trustee who works with RMF's CEO and RMF's Designated Safeguarding Lead (DSL).

- b) Reports are supplied to the Board of Trustees on a regular basis and go to the HR & Finance Subcommittee group for examination.
- c) Both the Board of Trustees and Subcommittee meetings provide feedback to the DSL as well as guidance and direction.
- d) The Board of Trustees also receive training from the Safeguarding Trustee and the DSL.

6. Safer Recruitment

- a) RMF will ensure that all staff (paid and voluntary) working with Adults at Risk will be subject to a safer recruitment process which will include:
 - i. Completion of a RMF application form and attendance at an interview.
 - ii. A DBS check where this is required i.e., regulated activity.
 - iii. Two references from past employers (or school / college for coaches either still attending the latter or having just left).
 - iv. Provision of original certificates of qualifications.
 - v. Identity check.
 - vi. Right to Work check.
 - vii. Attendance at induction (including Adults at Risk and Safeguarding Children training).
- b) Any issues relating to concerns raised over disclosures on the DBS will be discussed in terms of the risk that disclosure poses to any adult at risk by a panel made up of the DSL, appropriate programme manager responsible for this area and a member of the HR Staff. The owner of the DBS will also be invited to this meeting. A recommendation will then be made to the RMF Safeguarding Trustee and the CEO.
- c) Recruitment of Ex-Offenders
 - i. As an organisation RMF assesses applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS).
 - ii. RMF complies fully with the DBS Code of Practice and undertakes to treat all applicants fairly. RMF undertakes not to discriminate unfairly against any subject of a criminal record check based on a conviction or other information needed.
 - iii. The Rehabilitation of Offenders Act 1974 ("1974 Act") primarily exists to support the rehabilitation into employment of reformed offenders who have stayed on the right side of the law. Under the 1974 Act, following a specified period which varies according to the disposal administered or sentence passed, cautions and convictions (except those resulting in prison sentences of over four years and all public protection sentences) may become spent. As a result, the offender is regarded as rehabilitated.
 - iv. The 1974 Act places limits on what convictions and cautions an employer can ask an individual about and what they can take into account. Any employer can ask a person to disclose unspent convictions and take these into account. Where the job or activity is listed in the Exceptions Order, a standard or (where the role is listed in Regulations made under the Police Act 1997) an enhanced disclosure certificate can be requested, and an employer can ask a person about any unprotected spent convictions and cautions – that means those spent convictions and

cautions which are not protected and would be disclosed on a DBS certificate (under the rules described above).

- v. An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position. All applicants will be subject to RMF's Safer Recruitment policy and procedure.
- vi. RMF ensures that all those in RMF who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. RMF also ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of offenders, e.g., the Rehabilitation of Offenders Act 1974.
- vii. At interview, or in a separate discussion, RMF ensures that an open and measured discussion takes place about any offences or other matter that might be relevant to the position. Any member of staff that has content on their DBS when presenting themselves for an activity will have been risk assessed and will have been deemed as presenting no risk to any person on that activity. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- viii. The same process will be used for the recruitment of ex-offenders. All safer recruitment steps will be followed including the use of the panel as detailed in the previous paragraph when the DBS check is received back by the applicant. If the appointment is made this may include a risk assessment being put in place at the commencement of employment.

7. All RMF Staff Responsibilities

- a) All RMF staff and volunteers have a safeguarding responsibility.
- b) As per the reporting procedures the initial contacts will be the Programme Manager and the Designated Safeguarding Lead (DSL).
- c) All staff and volunteers will be required to attend regular safeguarding training at the appropriate level for the post.

8. Working Practices

- a) RMF will provide environments and programmes at which Adults at Risk feel safe and valued and listened to.
- b) RMF will ensure that Trustees, the management and staff (paid and voluntary) take responsibility to protect Adults at Risk from harm.
- c) RMF will ensure all staff (paid and voluntary) working with Adults at Risk adhere to the RMF Staff Code of Conduct in the Staff Manual.
- d) RMF will ensure all staff working with Adults at Risk will receive sufficient training.
- e) RMF will exercise a Duty of Care and where necessary share information and/or concerns in a confidential manner with appropriate agencies such as the police or social services.

- f) Safeguarding will be a standard agenda item at all RMF meetings including Trustees meetings, Finance and HR subcommittee meetings, Senior Management meetings and Managers Meetings.

9. Assessment of Partner Safeguarding Policies and Procedures

- a) If working in partnership with partners for the purpose of the delivery of programmes and activities RMF will ask as minimum for evidence of
 - i. Adults at Risk Safeguarding Policy and reporting procedures including allegations made against staff and volunteers;
 - ii. Whistleblowing Procedures;
 - iii. A Designated Safeguarding Lead and their level of training (Level 3 as a minimum);
 - iv. Training of staff and at what level and frequency;
 - v. Safer recruitment procedures including interview, induction and probation;
 - vi. Staff code of conduct;
 - vii. Completion of DBS checks if appropriate for the roles.
- b) RMF reserve the right to use their Adult at Risk Policy and other safeguarding policies and procedures if concerned about the response of a partner to any safeguarding issue. This will be reflected in any Service Level Agreement.

10. New Programmes of Activity

- a) Any new programme of activity or one which is undergoing renewal and or improvement will include safeguarding in the planning brief influenced by any known risks that maybe encountered or otherwise, any known information about the group and activity and will take into account any knowledge held by third party agencies and /or stakeholders including information sharing governance.
- b) The views of the adults will also be taken into account with regards to being and feeling safe on any new programmes of activity and what they would like a safeguarding function to look like.

11. RMF's Designated Safeguarding Lead and Safeguarding Trustee

- a) RMF has appointed a designated person to deal with first reports of poor practice or abuse. This person is known as the Designated Safeguarding Lead (DSL) or RMF Safeguarding Officer. The DSL is trained to Level Three and provides support to colleagues in RMF as and when appropriate regarding safeguarding concerns.

RMF's Designated Safeguarding Lead (DSL) / Safeguarding Officer is:

Jane Coleman

Tel: 07921 339991

Email: jane.coleman@rmfoundation.co.uk

- b) The Role of RMF's Designated Safeguarding Lead (DSL)*

- i. The DSL acts as the first point of contact for any reports of poor practice / care and or abuse, and will liaise with the relevant services to report the concerns be it the Local Authority Designated Officer (LADO), Adults and Older Peoples Services, the Police or the County FA Welfare Officer if the concerns are football related. The DSL will keep RMF staff informed of all action and conclusions to any safeguarding referrals and reports as appropriate.
- ii. The DSL has responsibility for updating all RMF's Safeguarding Policies and Procedures and for arranging training for all staff as and when required and in line with the set renewal dates by the relevant appropriate bodies such as Local Authorities.
- iii. The DSL has the responsibility of preparing reports for the Safeguarding Trustee and the Senior Management Team.
- iv. The DSL has the responsibility of reporting all allegations against staff to the relevant LADO and making possible referrals to DBS if appropriate (this is a legal requirement).
- v. The DSL works with the RMF Senior Management team and HR Officer to ensure safer recruitment practices are followed and revised when needed.
- vi. The DSL receives regular supervision from RMF's CEO and Safeguarding Trustee, and provides supervision for RMF staff involved in any safeguarding work or cases.
- vii. The DSL is responsible for the generation and maintenance of safeguarding case files and storing these securely, in line with Data Protection legislation.

c) Role of RMF's Safeguarding Trustee

- i. The Safeguarding Trustee represents the Safeguarding Function on the Board of Trustees and offers the RMF Board and management advice and guidance around Safeguarding matters. The DSL will disseminate any information around new legislation or best practice to the Safeguarding Trustee.
- ii. The Safeguarding Trustee has the responsibility to ensure all RMF's Safeguarding Policies and Procedures are adhered too.
- iii. Provides support to RMF's DSL on an on-going basis. This includes support in dealing with safeguarding issues as they arise and in the production of new policies and procedures.
- iv. Supports RMF's DSL and Deputy DSL around staff training when required.
- v. RMF's Safeguarding Trustee is Richard Bradford.

d) Meetings

- i. RMF's DSL and Safeguarding Trustee will formally meet before Trustee Meetings to review RMF practices and procedures as well as analyse any safeguarding cases that have arisen since the last meeting or on going.
- ii. Ad hoc meetings will also be arranged as and when needed. This is everyone's responsibility.

12. Mental Capacity Act 2005

- a) The Statutory Principles of the Mental Capacity Act 2005 and the importance of the core principles of this Act are clear, with the principles included in the primary legislation, as section 1 (s.1) of the MCA, with chapter 2 of the accompanying 2007 Code of Practice devoted to their application in practice. As the principles have statutory status, they are part of the legal framework

rather than best practice guidance, and as such all those working with individuals experiencing problems with their mental capacity or decision-making must ensure that their actions, or inactions, are guided by them.

b) The five statutory principles are:

- i. A person must be assumed to have capacity unless it is established that they lack capacity.
- ii. A person is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.
- iii. A person is not to be treated as unable to make a decision merely because they make an unwise decision.
- iv. An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in their best interests.
- v. Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

13. Whistle Blowing Policy

- a) RMF is committed to achieving the highest possible standards of service and the highest possible ethical standards in public life and in all its practices. To achieve these ends, it encourages freedom of speech. It also encourages staff to use internal mechanisms (whistleblowing) for reporting any malpractice or illegal acts which represent a safeguarding concern (harm to an Adult at Risk) or omissions by its staff or volunteers including ex staff and volunteers.
- b) For RMF's Whistle Blowing Procedure, please see the Procedure section of this document.
- c) Additional information can be found in the Whistle Blowing Policy section within RMF's Employee Handbook.

14. Complaints Policy

- a) RMF aims to provide a professional and approachable service for members of the public, customers and all service users who need help, advice and information relating to any aspect of RMF's activities. RMF works hard to ensure that a high level of customer service is always provided by all our employees.
- b) If things are not going as we intended, we want to help put things right and there are different ways you can tell us about your complaint.
- c) Wherever possible please tell a member of RMF staff present at the time so that your concern or complaint can be acted on immediately.
- d) For details of RMF's Procedure for Complaints please see the Procedure section of this document.

15. Consent

- a) Consent must be gained from any Adult at Risk for services being provided by RMF, or for referrals being made by RMF to another agency. In the event

- of an Adult at Risk not being able to give consent, RMF will try to gain this from the parent/carer depending on the mental capacity of the Adult at Risk.
- b) If a person refuses intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners, their wishes should be respected. However, there are circumstances where a member of RMF staff (following discussion with RMF's Safeguarding Lead and a member of the Senior Management Team) can reasonably override such a decision, including:
- i. The person lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the Mental Capacity Act.
 - ii. Other people are, or may be, at risk, including children.
 - iii. Sharing the information could prevent a crime.
 - iv. Alleged abuser has care and support needs and may also be at risk.
 - v. A serious crime has been committed.
 - vi. Staff are implicated.
 - vii. The person has the mental capacity to make that decision, but they may be under duress or being coerced.
 - viii. The risk is unreasonably high and meets the criteria for a multi-agency risk assessment conference referral.
 - ix. A court order or other legal authority has requested the information.

16. Communication of the Policy

This Safeguarding Adults at Risk Policy & Procedure will be accessible to parents, carers and adults in hardcopy and via the RMF website and to RMF staff via the Shared Drive (Breathe) alongside other policies. Information will also be placed in all RMF facilities where activities take place to inform parents / carers / adults of where they can access the Policy.

17. Policy Review

The policy will be reviewed and approved by the RMF Board of Trustees on an annual basis or sooner if required, e.g., where there are changes in legislation, or recommended changes to improve best practice.

18. Related RMF Policies

- RMF Child Protection and Safeguarding Policy and Procedure
- RMF Complaints Policy & Procedure
- RMF Health and Safety Policy
- RMF Data Protection Policy
- RMF Employee Handbook (includes RMF Whistle Blowing Policy)
- RMF Risk Assessment Policy, Procedure and Form

B. PROCEDURES

1. Reporting Procedures for Concerns for Adults at Risk - RMF Programmes

- a) If there are concerns about an Adult at Risk attending or connected to an RMF programme or activity, then report this to the RMF's Designated Safeguarding Lead (DSL) and inform the Programme Manager unless they are part of allegation. Use the RMF Internal Referral form to report the concerns.
- b) If the issue is one of poor practice, then the DSL will either:
 - i. Deal with the matter internally with the support of the relevant Programme Lead, OR
 - ii. Seek advice from the Local Authority Designated Officer (LADO).
- c) If the concern is one of abuse, then RMF's DSL will either contact the Police or the relevant Local Authority Safeguarding Adults Team or both depending on the nature of the issue. The DSL will also contact the relevant FA Case Manager if the concern is a football related one.
- d) If the allegation is against the DSL, then all information should be directed to the RMF Safeguarding Trustee who will action as above.
- e) The same procedure will be in place if the DSL is absent or on leave.
- f) If the Adult at Risk needs immediate medical treatment, they should be taken to hospital, or an ambulance called. If the latter is the case, then the ambulance staff should be informed that there is a concern regarding the adult. RMF's DSL should then be informed to take the necessary actions as above.
- g) For allegations against staff concerning an Adult at Risk, first reports can be made to Department Heads who will inform RMF's DSL, or reports can go straight to the DSL.
- h) Once received, the DSL will work with the Senior Management Team and RMF HR Officer to investigate the case and then bring in appropriate responses.
- i) If the abuse is historical in nature (i.e., non-recent abuse), similar reporting procedures will be followed as above.
- j) Information will be shared with appropriate organisations if it is to safeguard an Adult at Risk from potential abuse of abuse that is already occurring. This will be in line with RMF's Data Protection Policy. All referrals and information sharing will be handled with the strictest confidentiality, with the consent of the Adult at Risk (see guidance on mental capacity below) and only shared with organisations that need to know.
- k) RMF's DSL will collaborate with the LADO on all relevant reported concerns.
- l) With regards to serious incidents the RMF Major Incident Management Plan may be implemented which includes specific responsibilities of staff and the handling of media interest.

2. Reporting Procedures for Concerns for Adults at Risk - General

To report any concerns of abuse or harm relating to Adults at Risk outside of RMF's programmes or activities:

a) West Sussex

Contact West Sussex County Council's Adult Social Care Support team

Phone: 01243 642 121

OR

Report your concern online:

<https://socialcareportal.westsussex.gov.uk/s4s/FormDetails/FillForm?formId=407>

For more information visit: <https://www.westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult/>

b) Brighton & Hove

Contact the safeguarding hub at Brighton & Hove City Council's Health & Adult Social Care.

Email: hascsafeguardinghub@brighton-hove.gov.uk

OR

Report your concern online: <https://new.brighton-hove.gov.uk/adultsafeguarding>

For more information visit: <https://www.bhsab.org.uk/home/reporting-concerns/>

c) East Sussex

Contact East Sussex's Safeguarding Adults Board (SAB) team.

Phone: 0345 60 80 191

OR

Report your concern online:

<https://adultsocialcare.eastsussex.gov.uk/web/portal/pages/presafeguardingpage>

For more information visit: <https://www.eastsussexsab.org.uk>

d) In an Emergency always call 999.

3. Whistle Blowing Procedure

d) Internal issues

- i. If staff and or volunteers have concerns about another staff member or volunteer, then this should be referred to RMF's Designated Safeguarding Lead (DSL).
- ii. Where there are concerns about the DSL these should be referred to the RMF Safeguarding Trustee or in their absence RMF's Chief Executive Officer (CEO).
- iii. In both the above cases, the managing allegations procedures will be followed as laid out in the **Reporting Procedures for Concerns About An Adult at Risk** section of this policy, and this will potentially result in the reporting of the incident to the Local Authority Designated Officer (LADO) and statutory services.

e) External issues

For external issues please contact either RMF's DSL or the Safeguarding Trustee or both. This again could result in the reporting of the incident to the LADO and statutory services

- f) All allegations against staff will be taken seriously particularly if they:
 - i. Behaved in a way that has harmed or may have harmed an Adult at Risk.
 - ii. Possibly committed a criminal offence against or related to Adult at Risk.
 - iii. Behaved towards Adult at Risk in a way that indicates they are unsuitable to work with Adult at Risk.
- g) First reports can be made to Programme Manager who will inform the DSL, or reports can go straight to the DSL.
- h) Once a report has been received, the DSL will work with Senior Management team to investigate the case and then bring in appropriate responses. RMF's Disciplinary Policies and Procedures will be used to guide this process. Appropriate responses could include:
 - i. Referral to the LADO. This will be carried out immediately if this is required.
 - ii. If football related - informing the County FA and FA Case Management Team (within 72 hours)
 - iii. Referral to the Police if the case is of a serious nature. The police will become the lead agency if they deem the allegation to be a criminal offence. Emergency 999 or Non-Emergency 101
 - iv. Suspension of the member of staff or volunteer whilst the investigation happens, or the deployment to alternative work in RMF, or the provision of an additional member of staff to work alongside them.
 - v. RMF's DSL has a legal duty for a Referral to the DBS if the threshold has been met. This is a legal requirement under the Safeguarding Vulnerable Groups Act.
 - vi. RMF's DSL shall also be responsible for contacting the parents / carers of the adult at risk.
- i) Possible outcomes will be as follows:
 - i. A police investigation of a possible criminal offence.
 - ii. Enquiries and assessment by adult social care about whether the adult is in need of protection or in need of services.
 - iii. Consideration by RMF of disciplinary action in respect of the individual.
 - iv. For football related issues any allegation that results in the involvement of the police, Local Authority Adult Safeguarding Board or any other statutory team will result in a referral to the FA Safeguarding Teams.
 - v. RMF's DSL will be responsible for recording all safeguarding issues, for updating records kept and any referrals made.
 - vi. These records will be kept in a designated locked cabinet and only be accessible to the DSL.
 - vii. RMF has a Whistleblowing Policy that details the arrangements for reporting issues and incidents in confidence. See the policy in the RMF Employee Handbook.
- j) Appeals
 - i. After any disciplinary action the member of staff who has been subject to this has the right to appeal.
 - ii. If the employee wishes to appeal, they must:

- Write to the person named in the letter of outcome within the time frame specified in the written decision (normally within 5 working days from receipt of the outcome).
 - Set out any grounds for their appeal along with any supporting documentation.
 - State whether they are appealing against the finding that they have committed the alleged act(s), against the penalty imposed or if the procedure was not followed correctly.
- iii. RMF will invite the employee to a pre-Appeal Hearing meeting to discuss:
- The date, location and time for the Hearing
 - The person who will hear the appeal
 - The right to be accompanied
- iv. At the Appeal Hearing the employee will be allowed to explain their case and RMF will respond accordingly.
- k) Outcome of Appeal
- i. The employee will be informed in writing of the decision and of the fact that the appeal was the last stage and that the process has been exhausted.
 - ii. If it is a football related incident, the member of staff may have the right of appeal to the FA to any suspension placed on them following FA procedures. Email the FA Safeguarding Team for more information at safeguarding@TheFA.com.

4. RMF Complaints Procedure

- e) RMF aims to provide a professional and approachable service for members of the public, customers and all service users who need help, advice and information relating to any aspect of RMF's activities. RMF works hard to ensure that a high level of customer service is always provided by all our employees.
- f) If things are not going as we intended, we want to help put things right and there are different ways you can tell us about your complaint.
- g) Wherever possible please tell a member of RMF staff present at the time so that your concern or complaint can be acted on immediately.
- h) If speaking to our staff at the time has not been possible or if you still have a concern or complaint, you can contact us in the following ways:

By post to: RMF Designated Safeguarding Officer (Complaints),
RMF Office, Bank House, Southwick Square, Southwick, W. Sussex,
BN42 4FN

By telephone or email: 01273 591364 OR info@rmfoundation.co.uk
Office hours are Monday to Friday, 9am to 5pm.
- i) We will acknowledge your complaint within 3 working days of receipt and send a formal response within 21 working days. RMF will attempt to resolve

all justifiable complaints within this timescale however, if this cannot be done, RMF will update the complainant on progress of the complaint.

- j) If after 28 days you are dissatisfied with progress made, you have the option of taking the complaint to the Chief Executive, at the above address.
- k) If you remain dissatisfied with our response you can contact the Charity Commission: www.charitycommission.gov.uk for advice.
- l) Please note that details of all complaints are recorded and if you use this complaints procedure you are agreeing that we can use personal information you send us for purposes connected to your complaint.

C. APPENDIX

Additional Information, Guidance and Support

- a) Office of the Public Guardian's - Policy on protecting adults at risk of abuse or neglect.

<https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults>

- b) Sussex Safeguarding Adults - Policy and Procedures

<https://www.sussexsafeguardingadults.org>

- c) NHS - Abuse and Neglect of Adults at Risk

<https://www.nhs.uk/social-care-and-support/help-from-social-services-and-charities/abuse-and-neglect-adults-at-risk/>